

RESOLVING CONFLICTS – A ROADMAP TO COUNCIL POLICIES & PROCEDURES

Chalford Parish Council has a range of policies and procedures in place to deal with conflicts and issues that may arise within the Council and between the Council and the various parties it interacts with. These policies and procedures have multiplied over time, there is a degree of overlap between them and they are often quite lengthy, which can make it difficult to determine which one is relevant. This paper is intended to provide a quick reference guide, particularly in situations of conflict between parties.

There is a brief overview of each policy and procedure below and the table indicates how these affect the different parties.

1. Complaints Procedure

Sets out how members of the public can take up complaints about the Council and its employees. This procedure does not deal with complaints about individual councillors or complaints by employees.

2. Code of Conduct

Defines in some detail standards of behaviour expected from councillors acting in their official capacity and also covers requirements for disclosing financial and other interests.

3. Dignity at Work Policy

Primarily concerned with the Council's commitment to create a safe working environment where all council employees, councillors and others who come into contact with the Council are dealt with dignity, respect and courtesy. It sets out the procedures the Council will follow to respond to complaints of bullying, harassment and discrimination of employees by other employees, councillors and from members of the public. It refers to the Civility and Respect Pledge.

4. Disciplinary Policy

Sets out policies for dealing with unsatisfactory conduct or performance of employees and is based on the ACAS Code of Conduct. It provides examples of what constitutes misconduct and unsatisfactory performance and sets out procedures to be adopted where informal resolution has failed. It also details the rights of the individuals concerned.

5. Equality and Diversity Policy

A statement of the Council's commitment to equal opportunities and to providing an environment free of discrimination, harassment and bullying. There is a lot of overlap with the Dignity at Work Policy, which it references.

6. Grievance Policy

The Council's Grievance Policy is the formal route for employees to raise concerns, problems or complaints about their job, workplace or someone their work with. This policy is based on the ACAS code of Practice. The policy sets out the rights of employees and the various stages in the procedure to be followed to resolve a grievance.

7. Standing Orders

The Council's Standing Orders confirm the procedure to be followed where the Council has been informed by the District Council's Monitoring Officer of a complaint that a councillor has breached the Council's Code of Conduct.

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CONCERN RASIED BY	CONCERN RELATING TO					
		The Council	Individual Cllrs	Employees	The Public	Contractors
	The Council		Code of Conduct Standing Orders	Disciplinary Policy Dignity at Work		
	Individual Cllrs	Equality & Diversity	Code of Conduct Standing Orders Dignity at Work	Disciplinary Policy Dignity at Work	Dignity at Work	Dignity at Work
	Employees	Dignity at Work Equality & Diversity Grievance Policy	Dignity at Work Grievance Policy	Dignity at Work Grievance Policy	Dignity at Work	Dignity at Work
	The Public	Complaints Procedure	Code of Conduct Standing Orders	Complaints Procedure		
	Contractors	Complaints Procedure	Code of Conduct Standing Orders	Complaints Procedure		